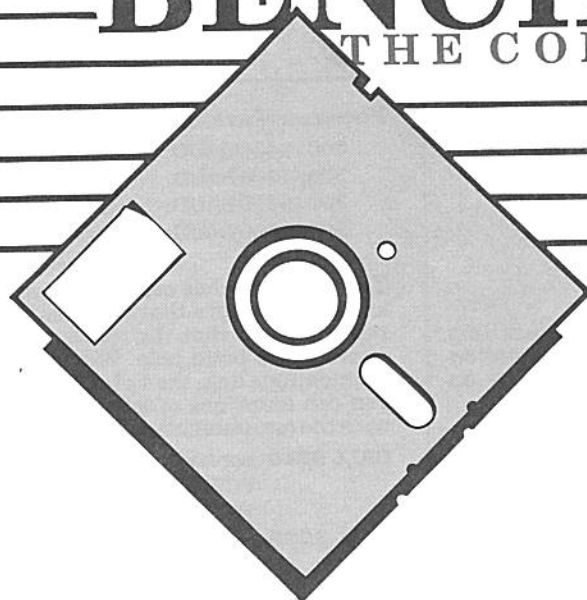


BENCHMARKS

THE COMPUTING CENTER



University of North Texas

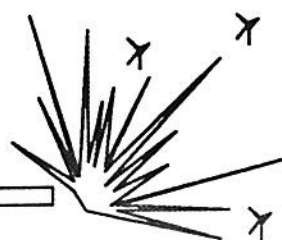
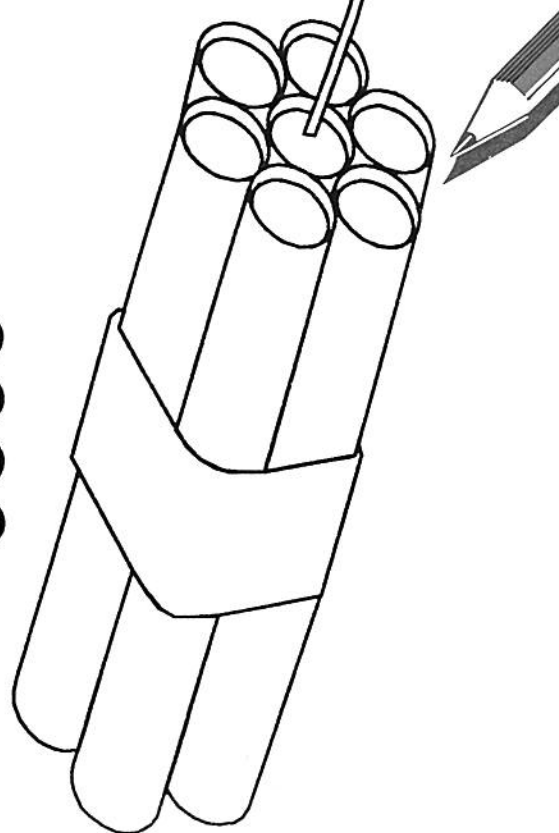
VOLUME 11 NUMBER 1

JANUARY/FEBRUARY 1990

START THE SEMESTER OFF WITH A BANG

Find Out The Latest Information On These And
Other Interesting Topics Inside This Issue

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Open House	(Page 12)
"AIDS" Virus Hits PCs	(Page 13)
The FCC Wants Your \$\$\$	(Page 18)
VMS Upgraded	(Page 19)





SERVICES AVAILABLE TO USERS OF THE UNT COMPUTING FACILITIES

The UNT Computing Center is located in the Information Sciences Building (ISB), Room 119. Phone Numbers:

Computing Center: (817) 565-2324
Help Desk: (817) 565-4050
Micro Support: (817) 565-2316, 565-2319
Graphics Lab: (817) 565-3479
ISB I/O Area: (817) 565-3890
BA I/O Area: (817) 565-2350

All personnel listed below can be contacted either by calling the Computing Center or by sending them electronic mail on MUSIC/SP (ID-codes follow each name. All IDs are on BITNET node UNTMUSIC).

Benchmarks - Claudia Lynch (AS04)

Information & ID-Codes; Disk Space Problems - Theresa Russell

Statistical/Research Support - George Morrow (AS01), Panu Sittiwong (AC09), Phanit Laosirirat (AC44)

Academic ADABAS/COM-LETE - Staff

CRSP & COMPUSTAT Problems - Panu Sittiwong (AC09), Phanit Laosirirat (AC44)

Student Programming Problems - CSCI Dept., GAB Room 542A; BCIS Dept., BARoom 152

Problems with JCL, Passwords, or Operating Systems; or Communication/Terminal Problems - Help Desk

Data Entry; Test Scoring & Analysis - Betty Grise

Administrative Applications - Coy Hoggard

Printout Retrieval - ISB or BA I/O Operators



DIALING-UP UNT COMPUTERS OVER THE TELEPHONE

Phone numbers for the Local Area Network (LAN) are:

300-2400 BAUD: (817) 565-3300
 300/1200 BAUD: (817) 565-3499
 300-9600 BAUD: (817) 565-3461
 300-9600 BAUD: D/FW METRO 429-6006, 429-9314

Area code 214 must dial 817 before the METRO #.

The numbers that accommodate multiple baud rates have an autobaud feature that requires you to hit the <RETURN> key repeatedly so that the receiving modem can determine the appropriate baud rate. When you have established a communications link, the # prompt will appear on your screen and you can enter one of following CALL commands to connect with the computer of your choice.

CALL 8040 connects with the NAS/8083 (supports line editing or PCWS). Operating environments available are: MUSIC/SP, VM/CMS.

CALL 3270 connects with the NAS/8083 through a 3270 protocol converter (supports full-screen editing). Operating environments are: MUSIC/SP, VM/CMS, ADABAS/COM-LETE, PHOENIX

CALL DEC connects with the VAXcluster (VMS, Eunice)

CALL 780 connects with the Research VAX (Unix)

CALL 3000 connects with the Libraries' HP-3000 (Bibliographic database).

CALL 6800 connects with the NBI (Unix)

Communications Settings

LAN addresses	Data Bits	Parity	Stop Bits
DEC, 3000	8	N	1
8040, 3270, 780, 6800	7	E	1

HOURS FOR UNIVERSITY OF NORTH TEXAS COMPUTER ACCESS AREAS : SPRING 1990*

Location	Days	Times
Computing Center RJE	Sunday Monday Tuesday-Saturday	Noon-Midnight 7 a.m.-Midnight 7 a.m., Tues.-Midnight Sat. (Open 24 hours/day)
ISB 110 Terminal Area	Sunday Monday-Thursday Friday Saturday	1 p.m.-Midnight 8:00 a.m.-Midnight 8:00 a.m.-9 p.m. 9 a.m.-9 p.m.
College of Business	Sunday Monday-Thursday Friday, Saturday	Noon-11:45 p.m. 8:15 a.m.-11:45 p.m. 8:15 a.m.-7:45 p.m.
GAB 550C	Sunday Monday-Thursday Friday Saturday	4 p.m.-Midnight 8 a.m.-Midnight 8 a.m.-5 p.m. 2 p.m.-8 p.m.
Graphics Lab	Sunday Monday-Thursday Friday Saturday	Noon-10 p.m. 8 a.m.-11 p.m. 8 a.m.-6 p.m. Noon-5 p.m.
Willis Library	Sunday Monday-Thursday Friday Saturday	1 p.m.-Midnight 7:30 a.m.-Midnight 7:30 a.m.-9 p.m. 9 a.m.-9 p.m.

*Hours may vary. Check MUSIC/VAX News and/or posted schedules for exceptions.

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GENERAL INFORMATION

New Mainframe Computer Installed

By Philip Baczewski, Academic Mainframe User Services Manager (BITNET: AC12@UNTVM1)

Sometimes a look at the past brings perspective to the present day situation. Fourteen years ago the first mainframe computer I used at this university was an IBM model 360/50 with 512K of core memory. That processor performed both academic and administrative computing. The purpose of this account is not to elicit responses like "well, when I started computing all we had was an abacus and a pencil without an eraser," but rather to illustrate the changes in the mainframe computing environment which have occurred over the years at UNT. Today, most microcomputers have more than 512K of memory. An NAS 8083 mainframe at UNT now has thirty-two megabytes of memory, a sixty-four-fold increase over the mainframe of 1976. Just as computing power has increased, however, demand for computing services has also increased, sometimes out-pacing the ability to acquire additional computing resources.

The acquisition of an additional NAS 8083 dual-processor mainframe system in November of 1989 is helping the UNT Computing Center meet the mainframe computing demands of both administrative and academic users on campus. This "new" 8083, purchased from the State Attorney General's office, is nearly identical to the 8083 that UNT has owned for the past four years. The 8083 model has two CPUs which may be run simultaneously as a single system or as two logically separate systems. In the previous configuration of the 8083, the academic and administrative systems each utilized one of the CPUs. Administrative mainframe computing is now supported by both processors of UNT's old 8083, and academic mainframe computing systems run using both processors of the new 8083.

Mainframe computing continues to be an important element of academic research and instruction at UNT. Currently, three operating systems are available on the academic system. MUSIC/SP is a system which has provided the primary interactive access to the mainframe system since 1981. VM/CMS is also an interactive operating system for which support has recently been expanded. CMS is presently being used extensively for instruction by the Business Computer Information Systems division of the College of Business. During an average long semester over 1000 users are active for use on MUSIC and CMS. MVS/SP remains the primary mainframe batch operating system. MVS supports compilers for program development as well as several statistical programming languages. MVS also provides the capability to store and process large amounts of data. 3.15 gigabytes of storage are dedicated to academic research and instruction, 78% (2.47 gigabytes) of which is currently in use.

Much work has been done to install the new 8083 system and configure the software systems to take advantage of the multi-processor environment.

Continued on page 2

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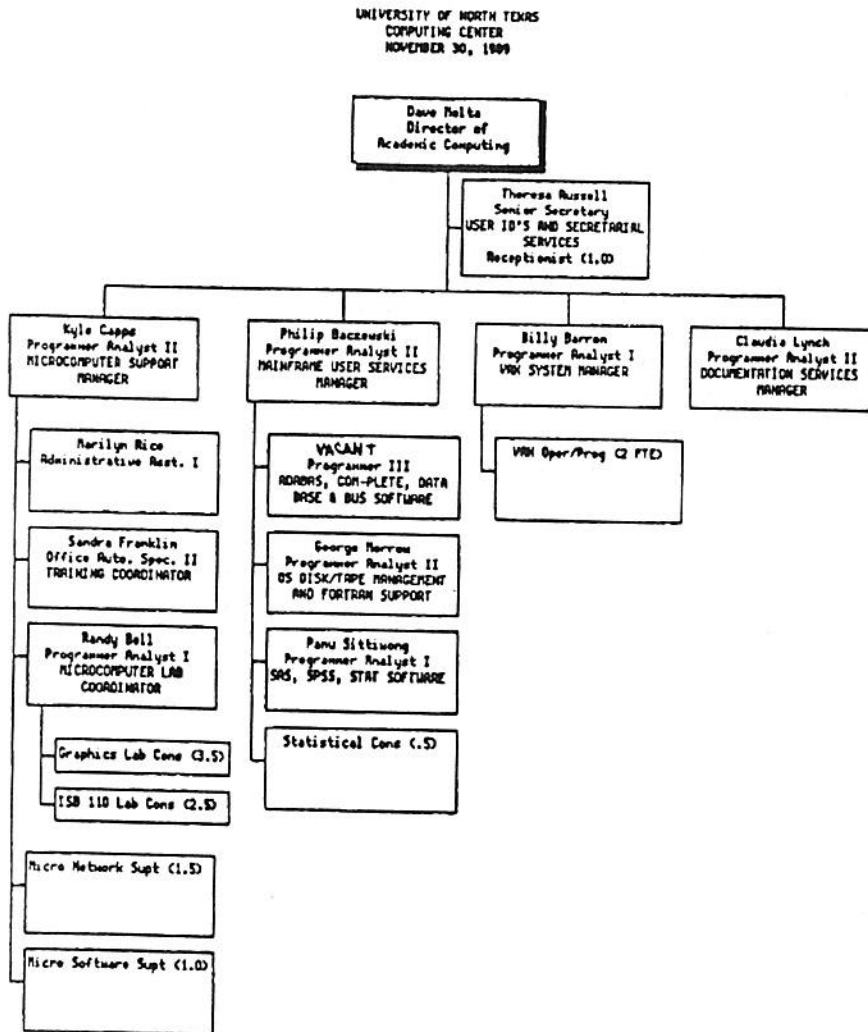
COMPUTING TECHNICAL SERVICES

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Academic Computing Services Reorganizes

By Claudia Lynch, *Benchmarks* Editor (BITNET: AS04@UNTVM1)

Academic Computing Services has been reorganized to better reflect the current job responsibilities of the staff and enable us to provide better service to the academic community. Below you will find a chart reflecting the current organization:



New Mainframe continued from page 1

Additional work is being planned to be able to take the fullest advantage of the new system. One mainframe-related change you may notice in this issue of *Benchmarks* is the references to the HDS 8083 mainframe. In October 1989, National Advanced Systems (NAS) was jointly purchased by Hitachi and EDS. The company remains the same except for its name which was changed in November to Hitachi Data Systems (HDS). Starting with this issue, the new name will be used to designate these mainframe systems. §

Compuserve/ Internet Gateway Now Available

By Dave Molta, Director of Academic Computing Services (BITNET: MOLTA@UNTVAX)

Many people on campus have come to appreciate the benefits of using BITNET, THENet, and the Internet to exchange electronic mail with friends and colleagues at other educational and research institutions. The growth of these wide area networks is stimulating significant changes in the way people within the education and research communities communicate. The potential pool of people accessible electronically via these systems has recently undergone a dramatic expansion with the public announcement of a gateway between the Internet and Compuserve Information Services. This article offers a step-by-step tutorial showing you how to send mail between Compuserve and UNT's Internet nodes.

Before proceeding to the specifics of sending mail, we need to clarify what we are referring to by the Internet and Compuserve. The Internet is a collection of interconnected national and international education and research networks that share a common communications protocol (TCP/IP). Among the most important networks that are part of the Internet are the Department of Defense's ARPANET and MILNET networks, the National Science Foundation's NSFNET, and the emerging BITNET II network. Many members of the UNT computing community confuse the Internet with the campus Novell Network Internetwork, which is composed of approximately 35 departmental microcomputer networks interconnected over the campus broadband CATV system. To minimize this confusion, we refer to the national

network as the Internet and the campus network as the Netware Internet. I'm not sure what term we'll adopt once we connect the Netware Internet mail system to the national Internet, but we'll worry about that when the time comes.

Many of you are familiar with CompuServe, which is one of the most popular national computer-based information services. Users of CompuServe have access to a variety of application-specific forums (we regularly access the WordPerfect and Novell forums for information and useful utilities) as well as electronic shopping services, stock market information, airline schedule information, and several other services. In addition, CompuServe offers its users an electronic mail system called EasyPlex which, in addition to the new Internet gateway, also includes gateways allowing the sending of facsimiles and telexes. Local users of CompuServe can access the system via a local call to communications networks such as Tymenet in Denton and Tymenet or Telenet in Dallas and Ft. Worth. Users pay a per-hour connect fee to CompuServe and a per-hour communications charge to Tymenet or Telenet. The most cost effective way to try the system out is to purchase a CompuServe Starter Kit at Soft Warehouse in Dallas for \$19. This kit includes an ID, documentation, and an initial usage credit.

Now, on to the specifics of this article. Let's assume that you want to send electronic mail to me on CompuServe from your account on the VAXcluster at UNT (you're welcome to do so, but I can't guarantee a reply). You would first invoke the mail system on the VAX and type SEND, resulting in a prompt for who to send the message to:

```
MAIL>SEND
To:
```

In order to send mail to a CompuServe user, you must first know their ID, which is usually a multi-digit number separated by a comma

(my ID is 76424,623). Any mail sent to the Internet from the VAX begins with the preface IN% followed by the Internet address in double quotes. To send mail to a CompuServe user, you will need to change the comma in their address to a period, and include the Internet host and domain names for CompuServe. Thus, to send me mail, you would type the following:

```
To:
IN%"76424.623@compuserve.com"
```

The VAX will then ask you for a subject and you can proceed to enter your mail message (for further information on sending Internet mail, type HELP ARPANET or HELP NETWORKS COMPUSERVE from the VAX or see the document "Introduction to the ARPA Internet," available from the Computing Center Offices, ISB 119.

In order to send mail from CompuServe to the VAX, you must access CompuServe's EasyPlex system by typing GO EASY after you have logged into CompuServe. To send mail to a user on the Internet, you would use the following general syntax:

```
Send to (Name or User ID):
INTERNET:recipient@address.domain
```

Thus, to send me mail on the VAXcluster from CompuServe, you would type the following:

```
Send to (Name or User ID):
INTERNET:molta@vaxa.acs.unt.edu
```

While the ability to send messages between the two systems may seem like a novelty to some, for those of us who need to maintain regular contact with associates who don't have access to a host on the Internet, this gateway is a godsend. One day soon, everyone will have access to an electronic mail box and the phenomenon of telephone tag will be a thing of the past. On the other hand, since it is sometimes a little refreshing to talk to someone, I think I'll keep my phone connected. §

Academic Computing Services Staff Activities

By Claudia Lynch, *Benchmarks* Editor
(BITNET: AS04@UNTVM1)

Things have been quite eventful for Academic Computing staff members this past semester. Among some of the more noteworthy occurrences not previously reported:

- **Kurt Grutzmacher, Teresa Reeves and Bill Good** were hired as a part-time microcomputer support people.
- **Janis Burkham**, Academic Database Consultant, resigned to accept a position with a company in Fort Worth. Her position remains vacant at this time.
- **Kevin Mullet** resigned his part-time position in Microcomputer Support to accept a full-time position as a Data Communications Analyst here in Computing Technical Services.
- **Randy Bell** was hired to provide full-time management and support for academic microcomputer networks.
- **Philip Baczewski**, our esteemed Associate Editor and Mainframe User Services Manager, worked very hard, completed his dissertation, and received a Doctor of Musical Arts at the Fall commencement.

Philip also managed to present a paper at the 118th meeting of The Acoustical Society of America in St. Louis Missouri on November 28. The paper, "Perception of a Musical construct By Professional Musicians," was co-authored with Dr. Rosemary Killam of the College of Music.

A world premier of *Prisms*, a composition by Dr. Baczewski, was performed on January 12 by

members of the Fort Worth Symphony Orchestra at the Caravan of Dreams Theatre in Fort Worth. It was performed as a part of the Orchestra's Dimensions series, which involves concerts of new and unusual music.

- "Conflict and Decision Making in the Canadian Supreme Court, 1945-1985," a paper written by Panu Sittiwong and Dr. C. Neal Tate of the Political Science Department, was presented to the Biennial Meeting of the Association for Canadian Studies in the United States. The meeting took place in San Francisco, November 17-20.

Panu also co-authored a paper, "Decision Making in the Canadian Supreme Court: Extending the Personal Attributes Model Across Nations," with Dr. Tate that was published in the *Journal of Politics*, Vol. 51, No. 4, November 1989. §

Willis Library Lab Fully Operational

The Willis Microcomputer Lab, located in the front of the Willis Library, was opened last semester and is now providing all the services people have come to expect from the other Computing Center labs on campus. For example, high quality laser printing is available from an Apple Laserwriter II NT located in the lab (see the article on page 18 for more information about accessing desktop laser printers from Computing Center labs).

There are 20 IBM AT compatible micros and 10 Macintosh SE's available for student use, along with several dot matrix printers. The lab was funded with a grant NT received from Novell Inc. as part of our membership in Novell's higher education consortium. Hours for the Willis Lab are posted on the inside page of this issue. §

Computing Center Staff Honored, Receive Service Awards

Many Computing Center staff members were honored at the 13th annual Service Recognition Awarded ceremony on December 5. The following people received awards:

- George Morrow, Academic Computing Services - 15 years of service.
- Nadine Yeager, Computing Technical Services - 15 years of service.
- Claudia Lynch, Academic Computing Services - 10 years.
- Kay Prewitt, Computing Technical Services - 10 years.
- Philip Baczewski, Academic Computing Services - 5 years.
- C.R. Chevli, Computing Technical Services - 5 years.
- Mahshid Grooms, Administrative Computing - 5 years.
- Jim Jones, Administrative Computing - 5 years.
- Jerry Waldon, Computing Technical Services - 5 years. This is Jerry's second five year award, he left the University for several years. §

Saving Files on Academic OS Disks

By George Morrow, Academic Computing Services (BITNET: AS01@UNTMUSIC)

This is a reminder of the policies concerning the storage of files on the academic OS disks: ACAD00, ACAD01, ACAD02, and ACAD03. The designated use of these disks is as follows:

- | | |
|----------|---------------------------------|
| • ACAD00 | faculty research |
| • ACAD01 | College of Business instruction |
| • ACAD02 | all other instruction |
| • ACAD03 | faculty research |

When storing a file on one of these disks you must use the following University of North Texas naming convention: **USER.IDxx.name**

where:	USER	must appear
	.	must appear
	IDxx	is your user ID
	.	must appear
	name	one or more optional fields (each of which may not exceed 8 characters), separated by periods.

The total length of the dataset name may not exceed 44 characters, including the first three mandatory fields and any periods.

When creating a file for the first time, remember, the larger the blocksize, the more efficient use of disk space. Please **do not** write data to disks with a blocksize of 80 or less. 4800 is an efficient blocksize to use with logical records of length 80.

At the end of each semester, any files on the academic disks that have not been referenced (read) in the past six months are archived to tape. §

Computing Events Calendar

March-December 1990

This Events Calendar contains information about national and international conferences, seminars, and workshops related to information technology in higher education. The events in this calendar are from EDUCOM's CCNEWS: An Electronic Forum for Campus Computing Newsletter Editors, which updates its list weekly. For information on CCNEWS, or to contribute material to the Events Calendar, send electronic mail via BITNET to: CCNEWS@BITNIC.

- Mar 14-16 1990 **NATIONAL NET'90** Washington, DC Contact: NET90@EDUCOM
- Mar 21-24 1990 **Technology and Persons with Disabilities** Los Angeles, CA Contact: 818-885-2578
- Mar 30-31 1990 **Tools For Scholars Conference** Pittsburgh, PA Contact: 412-268-6547 SHELIO@ANDREW.CMU.EDU
- Apr 9-10 1990 **International Working Conference on Dynamic Modelling of Information Systems** Noordwijkerhout, The Netherlands Contact: WINFSOL@HDETUD1
- Apr 15-20 1990 **American Assn of Col Registrars & Admin Officers** New Orleans, LA Contact: 504-587-7209
- Apr 20-21 1990 **Small College Computing Symposium** River Falls, WI Contact: MCF_MURASKI@UWRF
- Apr 22-25 1990 **SUPER! (Supercomputing by University People for Education and Research)** Gainesville, FL Contact: SUPER@NERVM.BITNET
- Apr 23-27 1990 **Eastern Multi-Conference on Computer Simulation** Nashville, TN contact: MCHINNI@PICA.ARMY.MIL
- Apr 24-26 1990 **Software Quality and Productivity in the 1990s Workshop** Callaway Gardens, GA Contact: 602-582-7150
- Apr 25-27 1990 **Computer Animation'90** Geneva, Switzerland
- May 13-16 1990 **Association for Institutional Research** Louisville, KY Contact: 904-644-4470
- May 17-20 1990 **6th Conference on Writing and Computers** Austin, TX Contact: YKFOK@TIACS
- May 30-Jun 3 1990 **16th IASSIST** Poughkeepsie, NY Contact: COXBYRNE@VASSAR
- Jun 3-6 1990 **3rd National Conference on Robotics** Melbourne, Australia Contact: ELN561x@MONU1.OZ
- Jun 4-7 1990 **Fifth Annual IEEE Symposium on Logic in Computer Science** Philadelphia, PA Contact: JEAN@CIS.UPENN.EDU
- Jun 4-28 1990 **Supercomputing Program for Undergraduate Research** Ithaca, NY contact: DONNA@TCGOULD.TN.CORNELL.EDU
- Jun 13-16 1990 **MacHack '90** Ann Arbor, MI Contact: 313-882-1824 WALDEMAR@HX.LCS.MIT.EDU
- Jun 14-16 1990 **Using Computer Networks on Campus** Easton, PA Contact: LLOY@LAFAYACS
- Jun 18-27 1990 **7th International Conference on Logic Programming** Jerusalem, Israel Contact: UDI@WISDOM.WEIZMANN.AC.IL
- Jun 26-28 1990 **DEXPO East 90 Exposition & Conference** Boston, MA Contact: 800-87-DEXPO
- Jul 9-13 1990 **5th World Conference on Computers in Education** Sydney, Australia Contact: 1-215-233-9560 WCCE/90, P.O. Box 319 Darlinghurst, NSW 2010, Australia, (+612) 211-5855 FAX: (+612) 281-1208
- Jul 15-18 1990 **Society for College and University Planning** Atlanta, GA Contact: 313-763-4776
- Jul 23-27 1990 **10th International Conference on Automated Deduction** West Germany Contact: STICKE@AISRL.COM
- Aug 3-8 1990 **Seminar on Academic Computing** Snowmass, CO Contact: DJBIRD@ORSTATE
- Sep 18-19 1990 **International Symposium on Local Communications Systems Management** Canterbury, Kent, UK Contact: IND@UK.AC.UK
- Sep 18-20 1990 **Electronic Publishing'90** Gaithersburg, MD Contact: 301-975-3345
- Oct 7-10 1990 **CSCW'90 (Computer Supported Cooperative Work)** Los Angeles, CA Contact: HALASZ@XEROX.COM TORA@RAND.ORG
- Oct 14-17 1990 **EDUCOM'90 Conf** Atlanta, GA Contact: CONF@EDUCOM
- Nov 5-9 1990 **Tenth International Conference on Computer Communication** New Delhi, India Contact: ICC90%SHAKTI@UUNETUU.NET
- Nov 12-16 1990 **Supercomputing'90** New York, NY
- Nov 28-30 1990 **Computer User Conference (WVNET)** Morgantown, WV Contact: U3DSF@WVNM
- Dec 11-14 1990 **CAUSE90** Tarpon Springs, FL Contact: 303-449-4430

Chain Letters Forbidden on BITNET

We received this message from Jim Conklin (CONKLIN@BITNIC>BITNET) recently -- ed.

PLEASE... There is again a problem with BITNET being used for the distribution of chain letters, in the present case chain letters requesting money, even worse!

**CHAIN LETTERS ARE
FORBIDDEN ON BITNET.
PERIOD.
NO EXCEPTIONS.**

If you receive a chain letter on BITNET (or otherwise), do not use BITNET to pass it on. Contact the person who sent it, and tell him or her in no uncertain terms that he or she has violated the BITNET rules of acceptable usage. Also send mail to the Postmaster (or even better, contact the BITNET Member Representative -- BIRREP -- and tell him or her of the misuse, asking the BIRREP to take whatever steps are necessary to cause it to stop, including removing network access from the individual sending the chain letter.

Unfortunately, the BITNIC isn't adequately staffed to follow up on all these misuses of BITNET, so users must take the first steps. However, if those steps fail, the BITNIC should be contacted, preferably with a copy of the inappropriate material showing clearly its source, and we will take steps to ensure that the misuse stops, with Board intervention if necessary.

In the case of this chain letter, the source has proved elusive, so any information that identifies the real source, and any secondary sources as well, would be useful in following up.

Thanks to all for helping keep our network useful and free of harmful material! §

THE BITNET CONNECTION

By Philip Baczewski, BITNET INFOREP (BITNET: AC12@UNTVM1)

*This Column is a continuing feature of **Benchmarks** intended to present news and information on various aspects of the BITNET wide area network.*

From Poetry to Software...

One indication of the diversity of information and materials available via BITNET is seen by a quick scan of the available BITNET file servers. A file server is a program running at a BITNET host which can supply BITNET users with requested electronic files. The requests are usually in the form of an interactive message or a mail message. Most file servers support a HELP command which causes the server to send a file of information with detailed instructions for using it.

What follows are descriptions of several BITNET file servers which supply information across a wide variety of topics. These descriptions are taken from the file BITNET.SERVERS (available on MUSIC and the VAX, and on CMS as BITNET SERVERS). If none of the file servers below fall within your area of interest, you might still find one on the list in BITNET.SERVERS, but for now I present a selected list of BITNET file servers.

BIALIK@BRANDEIS - Brandeis University

BIALIK is the first BITNET server dedicated to the subject of poetry. The three commands that BIALIK accepts are POEM, INDEX, and HELP. All commands and qualifiers may be abbreviated to three letters.

Accepts commands via MESSAGE.

BIALIK is a file server for those who study or just enjoy poetry. Since this server only accepts commands by interactive message it cannot be used from the MUSIC/SP system.

BIOSERVE@UMDC - University of Maryland

BIOSERVE is a network file server for the bioscience area. Currently, previous BIOTECH bulletins, SEQNET bulletins and information on plasmid sequences are stored on the disk. Public domain data and software in biotechnology area will be available in future.

Accepts commands via MAIL and MESSAGE.

BITFTP@PUCC - Princeton University

FTP (or File Transfer Protocol) is the Internet method of transferring non-mail files (be they text, formatted data, or programs). People on the Internet can "login" to an FTP server at a remote site

and down-load files. The process is in many ways similar to dialing up a bulletin board with a PC, although it is thankfully much faster. BITNET users can now access these FTP servers through BITFTP. To use BITFTP, send mail containing your FTP commands to "BITFTP@PUCC". The first command to BITFTP must be "FTP" or "HELP".

Accepts commands via MAIL.

CMS or MUSIC users will find the BITFTP server handy for that occasional file transfer from the internet. (VAX users can FTP directly and therefore should not use this file server). If you need to acquire a large number of files via FTP and you don't have a VAX ID-code it may be wise to get one and use the FTP program available on that system (it will definitely allow you to acquire files much more quickly).

CHESERVE@UMDC -
University of Maryland

CHESERVE is a network file server dedicated to information concerning the Chesapeake Bay. Currently, the server has on disk back issues of CHESNET bulletins, Marine Notes (a publication of Maryland Sea Grant), It is the companion to CHESNET@UMDC, an electronic bulletin board. In the future, the server will also have on disk descriptions of important environmental data sets, copies of Maryland Sea Grant managed data and software, lists of experts in the many different aspects of the Chesapeake Bay, and other information.

LIST of the Month

Each month we will highlight one of the BITNET LISTSERV Special Interest Group (SIG) mailing lists. This month's list...

CMSUG-L@UTARLVM1

This list is an unmoderated discussion for topics that relate to CMS; any related question is encouraged. The list is intended for the beginner as well as experienced CMS users.

To subscribe to the list from a VM site on BITNET do:

TELL LISTSERV at UTARLVM1 SUBSCRIBE CMSUG-L
Your_Full_Name

where *Your_Full_Name* is your real name (not your userid). Use the command TELL LISTSERV HELP for more information.

To remove yourself from the list, send:

TELL LISTSERV at UTARLVM1 UNSUBSCRIBE CMSUG-L

or send a mail message to **LISTSERV@UTARLVM1** with:
UNSUBSCRIBE CMSUG-L

Coordinator: Gary Samek **GES@UTARLVM1**

One of the recent changes to the UNT Academic mainframe programming environment is the increased support for VM/CMS. This mailing list may be one avenue towards gaining insight into the concepts and use of CMS.

Accepts commands via MAIL and MESSAGE.

COMSERVE@RPIECs -
Rensselaer Polytechnic Institute

COMSERVE is a free information service for network users who are interested in the study of human communication. You can use COMSERVE to obtain materials to assist in teaching and learning ac-

tivities; to share opinions or questions with students and professionals throughout the world; to locate information about people in the profession; to share your own work; to request information or resources from others; or to advertise services or events of interest to the communication discipline. COMSERVE is intended for use by both students and professionals.

At the present time COMSERVE offers four principal areas of service:

(1) An electronic "white pages" for individuals sharing an interest in communication studies. Create your own entry or search for others.

(2) A suite of 20 "hotlines" providing discussion in the traditional divisions of the communication curriculum. Experience a real "expert system" -- one that puts you in touch with disciplinary experts throughout the world.

(3) A database of more than 800 files. Comserve maintains a growing collection of bibliographies, research instruments, announcements of professional meetings and grant opportunities, syllabi, class exercises, job announcements, and other resources of relevance to the field of communication studies, broadly defined.

(4) A system for electronically searching indexes of the discipline's research journals. Search the indexes of specific journals by author or title. Formatted bibliographic results are returned immediately.

An interface program named EASYCOM is available for DEC VAX and IBM CMS users and an extensive user's guide is available from Comserve's support staff.

Accepts commands via MAIL, MESSAGE and FILE.

KERMSRV@UOFT02 -
Kermit Users Server,
University of Toledo

KERMSRV is a file server for users of the popular KERMIT Micro/Mainframe software package. Versions of the software for a variety of hardware types are available.

Accepts commands via MESSAGE.

You can acquire versions of Kermit for the PC or Macintosh from Academic Computing Services, however, if you need Kermit for some other computer system, this is the place to look.

LISTSERV@QUCDN -
Queen's University

Studies in Communication and Information Technology (SCIT) is an interdisciplinary group at Queen's University in Kingston, Ontario, which is involved in promoting research and teaching related to the social impacts of the new information and communication technology. In addition, a central activity of the group is the management of an on-line bibliographic service which contains close to 6,000 references dealing with the so-

cial context of the new technology. To access the SCIT database through BITNET, the user must first subscribe to the particular database called SCIT-BIB. To do this send the following command to LISERV@QUCDN via mail or message:

SUBSCRIBE SCIT-BIB
your_full_name

You will receive acknowledgement in about a day, confirming your addition to the SCIT-BIB database. Once you are subscribed, you may access the database at your convenience. You must send SCIT queries to LISERV@QUCDN via mail.

Accepts commands via MAIL.

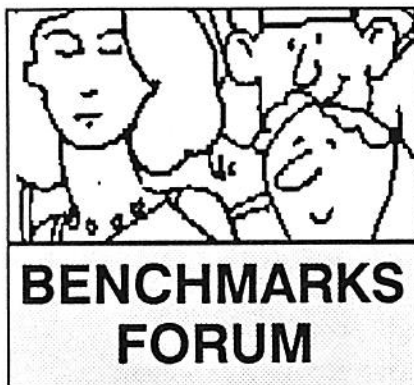
MACSERVE@PUCC -
Princeton University

MACSERVE is a Macintosh software repository, containing many utilities, games, notes, and graphic items of interest for Macintosh users.

Accepts commands via MESSAGE. §

BITNET Virus Alert

A dangerous REXX exec has been reported circulating through BITNET. It is named DIR EXEC and purports to be able to produce a directory listing of the user's disks in an MS/DOS format. When the exec is run, however, it produces the promised listing but also sends a copy of itself to all net addresses found in the user's NAMES and NETLOG files. Needless to say, this could swamp the BITNET network in a very short time. It is just as damaging as the CHRISTMA EXEC which attacked both BITNET and VNET several years ago. If you find this file on your CMS READER, please discard it immediately. §



BENCHMARKS FORUM is intended to serve as a vehicle for answering questions that may be of general interest to the user community. If you have a question, please send electronic mail to the Benchmarks editor (BITNET: AS04@UNTVM1) or write it down and drop it by the Computing Center. We will try to answer it in the next issue.

Question: Are there any pre-defined macros that come with WordPerfect?

Answer: The file MACROS.WPK is found on the Conversion disk. To set this file up on your system:

1. Put the Conversion disk in drive A.
2. Define (either through DOS or WordPerfect) a special directory for holding your macros. For example C:\WP50\MACROS
3. Press Setup (Shift-F1), 7 (Location of Auxiliary Files), 3 (Keyboard/Macro Files), and enter the name of the directory where the macros and keyboard files reside.
4. Press <ENTER> From the Setup menu press 6 (Keyboard Layout). Press the up or down arrow keys until MACROS.WPK is highlighted. Press <ENTER> twice, which tells WordPerfect you are using a keyboard layout file.
5. Press Edit (5), a list of all macros found on the MACROS Keyboard will appear on your screen. Each macro can be individually edited.

Benchmarks Reader/User feedback is encouraged. Send all letters, suggestions, etc to (AS04@UNTVM1), FAX 817-565-4060 or to the Benchmarks Editor at:

Academic Computing Services
University of North Texas
Computing Center
NT Station,
Box 13495
Denton, Texas 76203



The Computing Center is offering the following short courses for the 1990 Spring Semester. Please pre-register to attend (a registration form can be found at the end of this issue). A maximum of 10 people will be admitted to each of the courses held in ISB 110. A maximum of 7 people will be admitted to each of the courses held in the Graphics Lab. A maximum of 8 people will be admitted to each of the courses held in ISB 123.

PLEASE NOTE: Faculty and students have first priority to register for these classes. staff members **** MUST **** register through the personnel office.

MAINFRAME COURSES

1. **Introduction to MUSIC/SP** - MUSIC/SP is the primary interactive operating system employed by most academic users to access the Academic HDS/8083 IBM-compatible mainframe computer at UNT. MUSIC users have access to a variety of programming languages, a sophisticated word processing system, and several statistical analysis packages. MUSIC also gives you the capability to submit batch jobs to the MVS operating system. Topics covered include gaining access over the Local Area Network, logging on and off, changing your password, and creating, editing, and storing files using the full-screen editor. Additional topics that may be covered, depending on available time, are: accessing on-line help facilities, using electronic mail, routing output to high-speed printers, and writing files to secondary storage such as disk and tape.

Introductory sessions to MUSIC/SP are held in Room 110 of the Science Library (ISB) on a weekly basis. **NO PRE-REGISTRATION IS REQUIRED FOR THESE COURSES.** A partial list of courses is listed below. Consult the HELP DESK (565-4050) to confirm class dates and times. All courses will be taught by Help Desk staff.

- Monday, January 29: 10 a.m.-12 noon
- Tuesday, January 30: 1-3 p.m.
- Wednesday, January 31: 6-8 p.m.
- Thursday, February 1: 10 a.m.-12 noon
- Monday, February 4: 10 a.m.-12 noon

2. **Introduction to IBM Job Control Language (JCL)** - This course provides an overview of IBM JCL for users who wish to further their knowledge in this area. It is useful to individuals who plan to run batch jobs (e.g. SAS, SPSS-X, BMDP) on the IBM-compatible mainframe computer.

A two-hour session to be held in the Academic Computing Conference Room (ISB 123):

- **Monday, February 5:**
3-5 p.m.

Instructor: George Morrow

3. **Introduction to SAS** - SAS is one of the most widely implemented data analysis systems within business and education. SAS is particularly well suited for dataset manipulation and includes an extensive procedure library providing a wide range of analytical tools. This course is recommended for individuals who plan to incorporate statistical analyses into their research. Topics covered include the reading of data into SAS, simple data transformations recoding variables, labeling output, and performing simple univariate and bivariate analyses.

Two separate two-hour sessions to be held in the Academic Computing Conference Room (ISB 123):

- **Tuesday, February 6:**
3-5 p.m.

Instructor: Phanit Laosirirat

- **Monday, March 26:**
6-8 p.m.

Instructor: Panu Sittiwong

4. **Introduction to SPSS-X** - SPSS-X is the latest version of this popular data analysis system originally developed for social scientific research. While SAS is slightly more powerful for the analysis of complex datasets, many users find SPSS-X to be easier to learn. SPSS-X also includes more flexible facilities for collapsing and labeling vari-

ables. This course is recommended for individuals who plan to incorporate statistical analyses into their research. Topics covered include the reading of data into SPSS-X, simple data transformations, recoding variables, labeling output, and performing simple univariate and bivariate analyses.

Two separate two-hour sessions to be held in the Academic Computing Conference Room (ISB 123):

- **Wednesday, February 7:**
6-8 p.m.

Instructor: Panu Sittiwong

- **Thursday, March 29:**
3-5 p.m.

Instructor: Phanit Laosirirat

5. **Advanced Data Management in SAS and SPSS-X** - Covers procedures available to simplify reading and processing of datasets, including matching and concatenating files, transposing datasets, and writing datafiles to be used with other programs. You will learn how to use simple JCL along with the statistical software to make your jobs run much more quickly and smoothly. **Prior knowledge of SAS or SPSS-X required.**

A one-hour session to be held in the Academic Computing Conference Room (ISB 123):

- **Monday, April 2: 3-5 p.m.**

Instructor: Panu Sittiwong

6. **Introduction to CMS** - CMS is an interactive operating system employed by some academic users to access the Academic HDS/8083 IBM-compatible mainframe computer at UNT. CMS users have access to a variety of programming languages, a sophisticated text processing system, and several statistical analysis packages. CMS also gives you the capability to submit batch jobs to the MVS operating system. Topics covered include gaining

access over the Local Area Network, logging on and off, changing your password, and creating, editing, and storing files using the full-screen editor. Additional topics that may be covered, depending on available time, are: accessing on-line help facilities, using electronic mail, and routing output to high-speed printers.

Two separate two-hour sessions to be held in the Academic Computing Conference Room (ISB 123):

- **Friday, February 9:**
9-11 a.m.

Instructor: Philip Baczewski

- **Tuesday, March 27: 3-5 p.m.**

Instructor: Philip Baczewski

7. **Introduction to VAX/VMS** - VMS is the interactive operating system used on the Digital Equipment Corporation (DEC) VAXcluster. The VAXcluster supports a variety of applications. The topics covered in this course include gaining access to the VAXcluster through the Local Area Network, logging in and out, changing your password, creating files and directories, creating login command files, using the EDT editor, and defining logicals and symbols, and electronic mail.

A two-hour session to be held in the Science Library (ISB 110):

- **Wednesday, February 7:**
3-5 p.m.

Instructor: Billy Barron

8. **Introduction to BITNET** - BITNET is a network linking more than 600 computers at over 300 institutions and research centers. This course covers the basic concepts of BITNET, file transfers across BITNET sites, and other services that are available on this computer network. Faculty and graduate students needing to exchange information with other universities and research institutions in the

U.S., Canada, Europe, or Japan will benefit greatly from attending this course. **Prior knowledge of at least one of the following interactive operating systems is required: CMS, MUSIC, VAX/VMS.**

A two-hour session to be held in the Academic Computing Conference Room (ISB 123):

- Monday, February 12: 3-5 p.m.

Instructor: Philip Baczewski

8. **Introduction to NSFNET and THENET** - NSFNET is a part of the ARPA Internet, which is a collection of related computer networks that link thousands of computers throughout the world. THENET is a network that connects 35 universities, research institutions, and state agencies in the state of Texas. This course covers the basic concepts, file transfer, remote login, and other services available on the networks. Faculty and students needing to exchange information with other universities, government agencies, companies and research institutions, or between the various machines on the University of North Texas campus would benefit from this course. **Prior knowledge of at least one of the following interactive operating systems is required: VAX/VMS, Unix, MS-DOS, MAC.**

Don't forget faculty can request "customized" short courses for their classes. Call 565-2324 for more information

A two-hour session to be held in the Academic Computing Conference Room (ISB 123):

- Wednesday, February 14: 3-5 p.m.
Instructor: Billy Barron

MICROCOMPUTER COURSES

1. **Introduction to Microcomputer Labs: ISB 110, Willis Library, Graphics Lab** - Special emphasis is placed on the unique features of networked microcomputers in these labs. Topics such as accessing file servers and printing to remote printers available to UNT students will be covered.

Five separate one-hour sessions to be held in Room 110 of the Science Library (ISB):

- Monday, February 5: 2-3 p.m.
Instructor: Randy Bell
- Wednesday, February 7: 9-10 a.m.
Instructor: Randy Bell
- Tuesday, February 13: 1-2 p.m.
Instructor: Randy Bell
- Thursday, February 15: 10-11 a.m.
Instructor: Randy Bell
- Monday, February 19: 6-7 p.m.
Instructor: Randy Bell

2. **Introduction to Microsoft Word** - Basic wordprocessing in a Macintosh environment using Microsoft Word.

A 2 1/2 hour session to be held in the Graphics Lab (ISB 6):

- Tuesday, February 20: 10 a.m.-12:30 p.m.
Instructor: Pro Systems Staff

3. **Advanced Microsoft Word** - Advanced wordprocessing in a Macintosh environment using Microsoft Word.

A 2 1/2 hour session to be held in the Graphics Lab (ISB 6):

- Wednesday, February 21: 10 a.m.-12:30 p.m.
Instructor: Pro Systems Staff

4. **Introduction to Hypercard** - Basic Hypercard programming on the Macintosh.

A 2 1/2 hour session to be held in the Graphics Lab (ISB 6):

- Thursday, February 22: 10 a.m.-12:30 p.m.
Instructor: Pro Systems Staff

5. **Introduction to WordPerfect 5.1** - An Introduction to the major features of WordPerfect 5.1 including cursor movement, deleting and inserting keys, changing margins and spacing, using current system date, blocking and moving, speller, thesaurus and printing documents. **Prior knowledge of basic DOS commands required. Bring one 5 1/4" low density formatted diskette. There is no difference between WP 5.1 and 5.0 at the introductory level. If you are comfortable with 5.0 do not take this class.**

Two separate three-hour sessions to be held in Room 110 of the Science Library (ISB):

- Friday, February 9: 2-5 p.m.
Instructor: Sandy Franklin
- Friday, March 30: 1-4 p.m.
Instructor: Sandy Franklin

6. **Advanced WordPerfect 5.1: Manuscripts** - This class covers using a Master Document and related sub-documents, style sheets for consistent headings and subheadings, creating tables of contents, creating indices and sorting bibliographies.

Two separate three-hour sessions to be held in the Science Library (ISB 110):

- Friday, February 16: 2-5 p.m.
Instructor: Sandy Franklin
- Friday, April 6: 1-4 p.m.
Instructor: Sandy Franklin

7. **Introduction to Procomm** mainframe communication package. An overview of the

Procomm communications package for Personal Computers or compatibles. Procomm provides several different terminal emulation modes, and supports several file transfer protocols including KERMIT and XMODEM. Topics covered include setting communications and file transfer parameters, setting up and using Procomm's dialing directory, and connecting to UNT mainframes through the local area network.

A one-hour sessions to be held in the Academic Computing Conference Room (ISB 123):

- **Thursday, February 8:**
2-3 p.m.
Instructor: Staff

8. **Introduction to SAS PC** - This course covers the basics of using SAS PC, Version 6.03, for IBM and compatible PCs. Topics covered include using the SAS Display Manager, loading files, selecting variables and running statistical analyses. Em-

phasis will be placed on running SAS in interactive mode. Prior knowledge of the SAS command language or attendance in the Intro to SAS course is required. A three-hour session to be held in the Science Library (ISB 110):

- **Tuesday, February 27:**
2-5 p.m.
Instructor: Phanit Laosirirat

9. **Introduction to SPSS PC+** - This course covers the basics of using SPSS PC+, Version 3.1, for IBM and compatible PCs. Topics covered include using the menu and help interfaces in REVIEW, loading files, selecting variables and running statistical analyses. Emphasis will be placed on building files for execution interactively. Prior knowledge of the SPSS-X command language or attendance in the Intro to SPSS-X course is required.

A three-hour session to be held in the Science Library (ISB 110):

- **Wednesday, February 28:**
2-5 p.m.
Instructor: Panu Sittiwong

Seminars Offered to Faculty, Staff

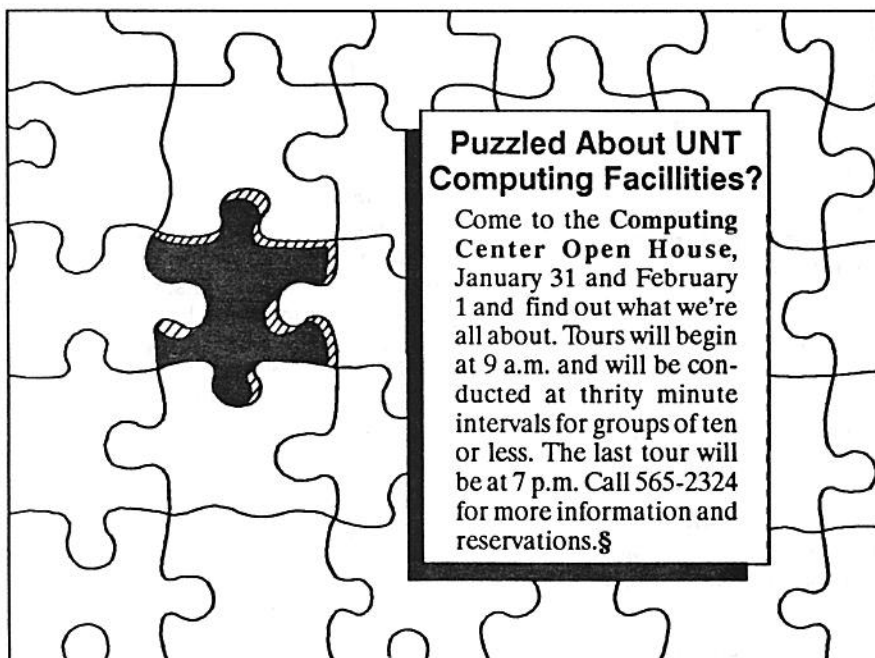
By Claudia Lynch, *Benchmarks* Editor
(BITNET: AS04@UNTVMI)

Each semester, classes are offered by Academic Computing Services' Microcomputer Support Staff for the University Personnel Office's Training and Development Program "Hands-On Computer Seminars." These seminars are available to all faculty and staff members. According to information provided by the Personnel Office: "Your participation in Personnel-sponsored programs is considered a part of your working hours, and your supervisor's approval is required for you to register for training if you are a staff member. A record of the programs you attend is a part of your permanent personnel file."

The following classes are being offered this semester.

- Introduction to Microcomputers and DOS (Disk Operating System)
- Introduction to Hard Disk Management
- Introduction to WordPerfect Version 5.1
- WordPerfect Version 5.1 Enhancements
- Advanced WordPerfect 5.1 - Merge/Notebook Capabilities
- Advanced WordPerfect 5.1 - Manuscript Techniques
- Advanced WordPerfect 5.1 - Office Related (Column Techniques)
- Introduction to PlanPerfect 5.0
- Advanced PlanPerfect 5.0 (Graphics and Database)
- Introduction to Novell Networks (For Users of Networks)
- Introduction to Novell Networks (Network Supervisors)
- Introduction to dBASE IV
- Intermediate dBASE IV
- dBASE IV for Programmers

Registration forms for these courses are available from the Personnel Office. §



MICROCOMPUTERS

News From the World of Xerox Ventura Publisher

By Claudia Lynch, *Benchmarks* Editor (BITNET:AS04@UNTVM1)

Xerox/Ventura Publisher users and potential users are in for some exciting things this next year. I attended a "Ventura Power Tools Seminar" at *Data Systems* in Dallas, shortly before the semester break, where the featured speaker was Joanna Mathiason, the Southwest Regional Ventura Representative for Xerox. Here are some of the things she shared with us along with various other tidbits I've picked up here and there:

- Ventura is now a wholly-owned subsidiary of Xerox, which is good news for users in terms of company backing, according to Ms. Mathiason.
- In relation to the new status of Ventura mentioned above, Xerox has come out with the new "Xerox Ventura Publisher Triumph Series." This makes Ventura Publisher available, at least theoretically, for just about any type of microcomputer operating environment you can imagine. Following is a list of the environments, their "ready" dates, and something about them, if it is known:
 - **Ventura Publisher DOS Edition** - Available now. This edition combines all the features of Ventura Publisher 2.0, Professional Extension, and Network Server versions into one complete package at a much reduced price (Ventura veterans are permitted to shed a few tears here, the paper will dry). In fact, Xerox is offering a special *Ventura Value-Pak* for anyone who buys Ventura Publisher 2.0 or the Network Server between December 1, 1989 and March 31, 1990. They can get the Professional Extension **free** plus upgrade to the new Triumph Series for only \$49 (choice of DOS, Windows or OS/2 edition). If you are interested in this offer send your sales receipt and registration card from your purchased copy of Ventura, before April 30, 1990, to:

Xerox Corporation
Attn: Upgrade Coordinator MS 179
P.O. Box 660512
Dallas, TX 75266-0512
 - **Ventura Publisher Windows Edition** - Should be ready the second quarter of 1990. This edition combines all the power and features of Ventura with the features of Microsoft Windows. Hundreds of software products and devices become immediately compatible with Ventura through the Windows interface.

Continued on page 14



"AIDS" Virus Invades PCs

By Claudia Lynch, *Benchmarks* Editor (AS04@UNTVM1)

According to the *Health Info-Com Network Newsletter* (December 17, 1989) a diskette has been distributed to major corporations and PC user groups around the world that contains a highly destructive trojan. The diskette purports to provide a database of AIDS information, and comes with professionally prepared documentation. Chase Manhattan Bank and ICL Computers first reported the virus when all data were destroyed on the hard disks of hundreds of systems on which the program was run.

A flyer that came with the diskette has a heading that reads "AIDS Information - An Introductory Diskette." The license agreement on the back of the same flyer reads:

In case of breach of license, PC Cyborg Corporation reserves the right to use program mechanisms to ensure termination of the use of these programs. These program mechanisms will adversely affect other program applications on microcomputers. You are

hereby advised of the most serious consequences of your failure to abide by the terms of this license agreement.

Further on in the license agreement, it states: "Warning: Do not use these programs unless you are prepared to pay for them." Still further, there is a section that reads:

PC Cyborg Corporation does not authorize you to distribute or use these programs in the United States of America. If you have any doubt about your willingness or ability to meet the terms of this license agreement or if you are not prepared to pay all amounts due to PC Cyborg Corporation, then do not use these programs.

The address of PC Cyborg corporation is given as:

PC Cyborg Corporation
P.O. Box 871744
Panama 7, Panama

An interesting address, given recent developments in that country.

If you see this diskette, **DO NOT USE IT**, it is extremely destructive. When installed using the **INSTALL** program that comes with it, an invoice is printed out for the software. After that, whenever the system is rebooted or powered down and rebooted from the hard disk, the system self-destructs. §

January Apple Seed

January 24, 1990 marks the first Apple Seed meeting of the decade. The evolution of computer graphics and electronic publishing through the 80's and into the future will be the topic of discussion. EDS is the host at Westin Hotel Galleria (Preston Ballroom 1) 13340 Dallas Parkway. Registration begins at 8:30 a.m., speakers at 9 a.m. §

Ventura Publisher continued from page 13

- **Ventura Publisher OS/2 Edition** - Scheduled for a March 1990 debut. When coupled with OS/2 Presentation Manager, Ventura tasks become even easier. You can instantly move among a graphics program, word processor, database, spreadsheet, and Ventura. You can print documents, sort databases, and work on a Ventura Publisher document all at the same time.
- **MAC Ventura** - "They're working on it."
- **Ventura Unix Edition** - "Still on the drawing board."
- **Wondering about compatibility?** Well, wonder no more. Xerox now publishes a compatibility guide, which they update and release periodically. This guide is available from Xerox, and it has also been reprinted in the November 1989 issue of *Ventura Professional*. If you are interested in this topic, I will be glad to let you look through my copies of the guide.
- **Ventura is on CompuServe!** Xerox has established a new Xerox Desktop Software Forum, which will enable users of the CompuServe Information Service to "talk online" with the Xerox Technical Support Center and hundreds of other Ventura Publisher and Xerox FormBase users. If you are a registered user of Ventura Publisher or FormBase, you should have received a CompuServe Introductory Membership from Xerox. If you didn't, contact Xerox Corporation at the address listed on the preceding page. An added incentive to log-on to this forum is the Ventura Publisher 2.0/WordPerfect 5.0 Filter Upgrade. It allows ASCII characters above 128 in WordPerfect 5.0 text files to be imported into Xerox Ventura Publisher 2.0. If you do not have access to a modem and telecommunications software but would like a copy of this filter, contact me at the Computing Center (565-2324) and I will arrange for you to get a copy.
- **Ventura 3.0** is slated for release the first quarter of 1990. The Network Server and Professional Extension will be included as standard modules, and incredibly, the list price remains \$895. According to an article in *PC Publishing* (January 1990, pp. 42-43) there are few new features in this release [they got this information at the fall COMDEX show in Las Vegas]. The new features are as follows:
 - Support for footers longer than one page.
 - More filters and drivers for output devices, including Microsoft Word 5.0 and HPGL. With HPGL, a dialog box will allow for the choice of plotters, line widths, and pen colors.
 - Exporting to WordPerfect 5.0 and setting leader tabs now work properly.
 - Installation will change significantly. The Professional Extension is referred to as the EMS Version. The Network Server module can be installed even if you're not on a network.
- According to *Personal Publishing* (December 1989 in the "Because We Say So" column), Ventura Software, along with Aldus and Quark have agreed to collaborate on a project currently underway at Adobe Systems. If all goes well, they will produce a standard document interchange format based on PostScript.
- Some great Ventura utilities are available at an affordable price. I saw the following products demonstrated at the "Ventura Power Tools" Seminar I attended in November:
 - **Pub Star** (\$99) - a memory resident utility activated by a single keystroke that allows you to select and insert various Ventura tags,

typefaces, inserts, symbols and phrases into your documents from within your wordprocessor.

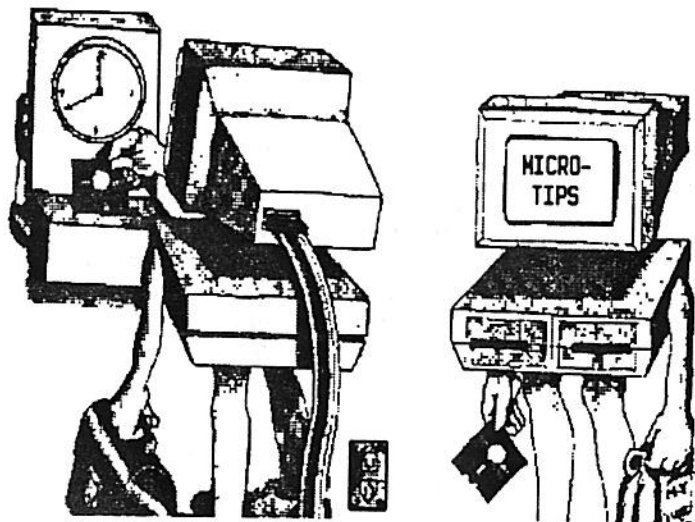
- **Tag Command (\$79.95)** - You can edit tags across style sheets with this utility. Allows for comparison of tag names across chapters, ending the problem of duplicate tags. You can create example files with every tag in a style sheet and produce a concise report that summarizes the tags.
- **MouseWare (\$19.95)** - Programs the right mouse button to work for you, includes the ability to change screens without moving your mouse.
- **VPMover (\$49.95)** - Archives and backs-up chapters. Saves megabytes of disk space. A utility is included that provides a dated report of all chapter files and when they were modified
- **Editor's Desk Set (\$224.95)** - If you liked all the utilities mentioned above you can get them in this handy package. Besides saving some money, you will receive a CodeCard with all Ventura inserts, symbols, formatting codes, and useful keyboard shortcuts. To order these utilities contact:

Metroplex Digital Corporation
"A Xerox Value Added Partner"
P.O. Box 815729
Dallas, Texas 75481-5729

Happy Desktop Publishing!§

Bitstream Fontware and WordPerfect 5.1

Follow the instructions under *Printer Files* in the *Compatibility* section of the *WordPerfect Update Guide* to use 5.0 fonts in WP 5.1. WP5.1 fontware will be available 1st quarter 1990. §



This column is intended to serve as a forum for sharing useful tips on making more productive use of microcomputers. If you have a tip that you feel may be of use to campus users, submit it to the Benchmarks editor for possible inclusion in a future issue.

Technical Support*

By Steve Hannaford

Technical Support for a software package means that when you run into a problem, you dial the support number and instantly get the answer. Right? Well, it isn't that easy. Aside from the long hold times, the busy signals and the fact that some companies make tech support an extra-pay provision, good tech support even under the best conditions can be hard to get. But don't blame it all on the software company; you need to do your part of the job before reaching for the dial. The following tips for preparing yourself to get good support won't always work, but they'll increase the chances that you'll get your specific problem solved.

BUY THE PRODUCT

This may seem obvious, but it's astonishing how many people call technical support with obviously pirated copies. Many companies ask for a registration number, but a surprising number take any call that comes in. However, it becomes obvious when callers don't even own the manual or are several revision levels behind that they're not legitimate customers.

I'm not recommending that you buy software simply because it's morally correct (indeed, for sampling an application it makes some amount of sense to borrow from someone else). But it's both wrong and self-defeating to pirate software that you use to earn your living. Software companies that are on the ball provide registered users with both notice of and a discount on updates; some have newsletters and other services as well. Indeed, the companies that don't actively court their current user base and give them prompt news of upgrades are foolish.

RTMS

The byword for all technical support lines should be "Read the manual, Stupid." It's amazing how frequently questions asked of technical support are obvious ones that are answered fully in the manual. Certainly there are ambiguous and poorly indexed manuals that make some answers almost impossible to find. But where the information does exist and is reasonably well documented, there's no excuse for making a call to technical support.

KEEP CURRENT

As systems and applications are updated frequently, it's difficult for the developers to keep test models of all previous versions going. You should make an effort to keep up with the latest versions of system and application software that make sense in your configuration. One of the most common problems that winds up as a call to technical support is incompatibility between software and hardware. Check the release notes or configuration notes included with your software when you install it.

NOTE THE CIRCUMSTANCES

Know your current computer setup. Know the versions of system software you're using, the version of the application, the amount of memory you have, the additional hardware connected and so on. Have all these fac-

tors written down and available; for most technical calls you'll need to know them.

If the call has to do with program failure (bombing, for example), see if you can duplicate the problem you had. You may have found a bug in the program, but you can't be sure unless you can repeat the failure. (Don't forget to record any error codes that show up.) You'll need to describe all the things you do

to cause it, step by step. The failure may be caused by some minor factor that you don't consider important.

If you can't duplicate the problem, it may not be a bug. Spontaneous bombs do occur (from static electricity, for example). Also, the bug may not be in the program you think it is. It may occur in a driver for a printer or some other device, in a desk accessory program or because of a hardware fault.

PRACTICE PATIENCE

Don't despair too quickly. If the Print command doesn't work, check the cables, or turn the printer off and power it up again. If the mouse or drawing tablet doesn't behave cor-

rectly, check to see whether it's properly connected and whether the control settings are correct.

In other words, don't get frustrated too easily. Yes, computers should be informative and handle user errors better, and software developers are making great strides in that direction. But even the best software can't be expected to make up for a loose cable that looks like it's attached. Slow methodical reasoning is your best bet.

Try simplifying your setup. On the Macintosh, for example, the class of programs called INITs and CDEVs that run at boot-up time and determine the operating environment can conflict with your application or with one another. It's a good idea to take them out of the system if you're having erratic problems.

As systems and applications are updated frequently, it's difficult for the developers to keep test models of all previous versions going. You should make an effort to keep up with the latest versions of system and application software that make sense in your configuration.

Try to consider all the factors involved with the problem. Vary the sequence that causes it. Try parallel routes. Try as much as possible to isolate the circumstances that cause it. If the problem seems to be happening randomly and intermittently, that's important to know, too.

DON'T SHOUT

The person at the other end of the technical support line is not to blame for your problem. Answering the support phones is a job that burns people out, and few people do it full-time for very long. Tech support is sometimes a training ground for other departments. The tech support person didn't write the program,

probably didn't write the manual and is not getting rich off the product.

So, don't yell! In fact, you're much more likely to get good treatment if you realize that the tech support person is completely innocent. Work with him or her to resolve your mutual problem, and remember that in the worst cases, you're trying to create a mental picture of a situation that almost certainly can't be created at the company because your equipment configuration doesn't exist there. Personalize the conversation (and make it easier to continue it) by getting the name of your respondent.

Sometimes you'll be lucky. There may be a missing or inadequate explanation in the manual, or there may be a known bug with a workaround. Some companies offer subreleases of software that are fixes

for specific, uncommon problems, but they don't publicize them generally, since they help only a limited audience. Your tech support person may be able to help you immediately.

But sometimes the problem is more complex, or new. You may have to send in a diskette with the problem file for testing. You may want to talk to the supervisor of tech support, if you feel that the person on the

phone doesn't know this aspect of the product well enough.

One proviso, however. In treating technical support personnel with dignity, make sure that they treat you likewise. If the support people are condescending, rude or arrogant, don't put up with it. Send a letter to the president of the company or at least the head of sales. Any serious complaints about the product or company policy should be addressed to the president also. Don't expect the tech support people to have any real power in most companies.

OTHER AVENUES

If tech support can't help you, there are other avenues. In the last

column, we talked about bulletin boards [in the July 1989 issue of *Step-By-Step Electronic Design*. See also page 3 of the July/August 1989 issue of *Benchmarks* - ed.] -- a good way to get information and solve problems. There are often well-informed company reps on forums like those of Aldus, Adobe and Microsoft. And, as we stated, there may be users who have figured their own ways around your particular problem.

Check also with your local computer user group [see the September 1989 issue of *Benchmarks*, page 27, for this information - ed.]. There may well be DTP or graphic subgroups that can help. Such places are much more likely to have technical expertise with real world problems than most dealers.

Last, read. Solutions to some of your problems will appear in magazines and newsletters like this one. Some people save relevant tips and reviews of programs they use frequently and review them now and then. Keeping current on the software is very important.

*Excerpted, with permission, from *Step-By-Step Electronic Design*, Copyright 1989, August, Volume 1, Number 8, 6000 N. Forest Park Drive, Peoria, IL 61614-3592; 800/255-8800. §

NT WordPerfect Users Support Group

By Sandy Franklin, Academic Computing Services Microcomputer

The first ever NT WordPerfect Support Group Meeting was noon, January 19 in Marquis Hall, Room 105. We had lunch and discussed WordPerfect 5.0, PlanPerfect, Office, Library, and the new release of WordPerfect 5.1. We also discussed new products we are looking into, such as DrawPerfect.

Until we find out whether or not a better time will work, we will try to continue meeting every third Friday, Noon-1 p.m. See you there!§

Student Editions of Software Available at the University Store

By Joan Martin, University Store

The University Store carries student editions of popular software in the trade book department. All editions require at least DOS 2.0 or higher and run on IBM or 100% compatible microcomputers. All software is on 5.25" diskettes, although 3.5" diskettes are available through special order or directly from the manufacturer. Prices are subject to change due to publisher price increases. The following student editions are currently available:

- **Lotus 1-2-3 (\$45.25)** -- Spreadsheet, graphics and database; full file compatibility with Lotus 1-2-3 Version 2.01. This edition is limited to 64 columns by 256 rows. Requires 256KB RAM and one double density disk drive.
- **dBASE IV (\$46.95)** -- Features a Control Center which allows data definitions and entry, query and report generation without writing programs. Fully compatible with dBASE IV. Requires DOS 3.1 or higher, 640KB RAM, one 360KB minimum floppy drive and hard disk. Limited to 120 records per file.
- **FRAMEWORK II (\$50.95)** -- Multifunction software including word processor, spreadsheet, data management, business graphics, outlining, and Fred, a programming language. Requires 384KB RAM, two floppy drives or a hard drive.
- **R:BASE for DOS Trial Pack (\$21.25)** -- Relational database management system. Limited to 50 rows. Requires 512KB RAM and hard disk.
- **MINITAB (\$43.95)** -- Statistical software; allows manipulation of up to 2000 datapoints. Includes basic statistics, descriptive statistics; arithmetic and transformations, scatter plots, box plots, histograms. On-line help requires 320K ROM, two disk drives.
- **SPSS/PC + Studentware (\$37.25)** -- Statistical software, includes the following procedures: Frequencies, Crosstabulations, Means, Correlation, T-tests, Nonparementric tests, Analysis of Variance Techniques, Simple and Multiple Regression, Plots. Maximum of 20 variables allowed, cases limited by amount of available disk space. Requires two floppy disk drives or a hard disk and 512K ROM.
- **QUATTRO (\$37.25)** -- A spreadsheet fully compatible with Lotus 1-2-3 and dBase. Understands 1-2-3 Macros, files, and keystrokes. 100 built-in financial and statistical functions. Supports 8087/80287 math coprocessors, Hercules, EGA, CGA, and VGA graphics adapters. Has pop-up menus, is not copy protected. Requires two floppies or a hard disk, 512KB RAM.
- **SMARTWARE (\$53.25)** -- Contains wordprocessor; limited to 20 page document; Database Manager, limited to 500 records per file; Spreadsheet, limited to 256 rows and 64 columns per worksheet. You may import Lotus files. Also has time manager, communications, project processing, formulas and functions.
- **ISP : Interactive Statistical Programs (\$46.95)** -- Contains various popular statistical routines. Requires two floppy disk drives or a hard disk, 384KB RAM. §

FCC Moves to Regulate Modem Usage

We received this file over BITNET from the Novell LAN Interest Group (NOVELL%SUVM@pucc.PRINCETON.EDU) - ed.

Two years ago the FCC tried and (with your help and letters of protest) failed to institute regulations that would impose additional costs on modem users for data communications.

Now, they are at it again. A new regulation that the FCC is quietly working on will directly affect you as the user of a computer and modem. The FCC proposes that users of modems should pay extra charges for use of the public telephone network which carry their data. In addition, computer network services such as CompuServ, Tymnet, & Telenet would also be charged as much as \$6.00 per hour per user for use of the public telephone network. These charges would very likely be passed on to the subscribers. The money is to be collected and given to the telephone company in an effort to raise funds lost to deregulation.

Jim Eason of KGO newstalk radio (San Francisco, Ca) commented on the proposal during his afternoon radio program during which, he said he learned of the new regulation in an article in the New York Times. Jim took the time to gather the addresses which are given below.

Here's what you should do (NOW!):

- 1- Pass this information on. Find other BBS's that are not carrying this information. Upload the ASCII text into a public message on the BBS, and also upload the file itself so others can easily get a copy to pass along.
- 2- Print out three copies of the letter which follows (or write your own) and send a signed copy to each of the following:

Chairman of the FCC
1919 M Street N.W.
Washington, D.C. 20554

Chairman, Senate
Communication Subcommittee
SH-227 Hart Building
Washington, D.C. 20510

Chairman, House
Telecommunication Subcommittee
B-331 Rayburn Building
Washington, D.C. 20515

Here's the suggested text of the letter to send:

Dear Sir,

Please allow me to express my displeasure with the FCC proposal which would authorize a surcharge for the use of modems on the telephone network. This regulation is nothing less than an attempt to restrict the free exchange of information among the growing number of computer users. Calls placed using modems require no special telephone company equipment, and users of modems pay the phone company for use of the network in the form of a monthly bill. In short, a modem call is the same as a voice call and therefore should not be subject to any additional regulation.

Sincerely,

[your name, address and signature]

It is important that you act now. The bureaucrats already have it in their heads that modem users should subsidize the phone company and are now listening to public comment. Please stand up and make it clear that we will not stand for any government restriction of the free exchange of information. §

Laser Printing From Public Access Microcomputer Labs

Obtaining high quality laser output from the public access microcomputer labs owned by the Computing Center is accomplished by sending output through the Novell network to desktop laser printers. An Apple Laserwriter II NT and an HP LaserJet II is located in the ISB I/O station for users of ISB 110 and the Graphics Lab. An Apple Laserwriter II NT is located in the Willis Library Lab for use there.

In order to recover the paper and maintenance costs for these printers, it is necessary to charge ten cents per page for this service. The method of payment is a **Laser Printing Card**, which can be purchased from the Union Information Desk, located on the third floor of the University Student Union. Inter-Departmental Orders (IDOs) are accepted in the Computing Center Offices, ISB 119. The Union Information Desk hours are 8 a.m. - 9 p.m., Monday through Saturday. §



New Years Resolutions You Can Keep

You said you would do it, now its time.

- **Clean up your hard disk.** With a program like WordPerfect, you can look at files in your various directories, discarding or copying to a floppy those that are no longer of immediate usefulness.
- **Backup all your important files.** You never know when disaster could strike. A program like PC Tools makes this sort of thing fairly painless.
- **Re-evaluate your directory structure.** Maybe its time to make more subdirectories? Check out the Make Directory command in the DOS manual, if you have questions. §

VAX COMPUTER CLUSTER

VMS Upgraded to Version 5.2

By Mark Thacker VAX Programmer/Operator (BITNET:MARK@UNTVAX)

The VAX/VMS Cluster was updated to VMS V5.2 on December 18, 1989. This change will present almost nothing new to most users of VMS, but will enable us to better use the system from a system management point of view. Here is a brief summary of changes affecting most VMS users.

• DIGITAL Command Language (DCL)

- DELETE/xxx/LOG The /LOG qualifier is now valid and will report the success of deleting items from queues.
- DIRECTORY/FULL The command returns information on a file's stored semantics.
- SET ACL It will now not abort if you use wildcards to specify a group of files who's ACE's do not match or do not exist.
- SET PROCESS Will now work with processes on remote nodes. Simply specify the node name in front of the process name. For Example:
\$SET PROCESS/PRIO=1 NTVAXA:TESTER
- SHOW PROCESS Like the above, will now work with other nodes.

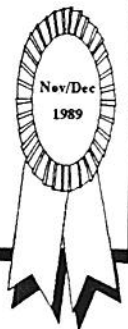
• EDT Editor Problems Fixed

- EXIT The command will now be properly parsed so that even things like *EX9T will properly EXIT the EDT editor.
- DELETE/UNDELETE Is supposed to work in all cases now.
- SUBSTITUTE Will work in all cases, even the first case.
- FILL Works even if SELECT is going backwards.
- CTRL/C Multiple occurrences within a journal (.JOU) file are properly processed now.

• Process Identification (PID)

- Every digit of a process's PID must now be specified. For Example:
\$STOP /IDENTIFICATION = 136 must now be as follows:
\$STOP /IDENTIFICATION = 48499136
- Node names may now be specified as part of a process's PID. For Example: BATCH_69 on node NTVAXA can now be referred to as NTVAXA::BATCH_69 §

BEST OF THE BBS



Edited by Billy Barron,
VAX System Manager
(BITNET: BILLY@UNTVAX)

Welcome to the **Best of the BBS** column. This column highlights some of the more interesting and useful discussions on the UNT BBS. For those of you not familiar with the BBS, here is how to log into the UNT BBS.

- Sign-on by typing CALL DEC at the LAN prompt and then entering BBS as your Username at the VAX prompt.
- If you are already logged-on to the VAXcluster, type BBS at the \$ prompt.

The opinions expressed in this column do not necessarily reflect the views of Academic Computing Services or the Computing Center. Also, information in **Best of the BBS** has not been checked for accuracy.

Uploading from an Apple II to MUSIC

#30469 14-NOV-1989 17:55:23.47

Subject : Apple IIc+ File transfers to Music

Please, Someone help me!

A friend needs to transfer ASCII files from her 2400 baud modem-equipped Apple IIc+. She has ProTerm and tries

to load through Kermit, but only gets a file with two records, each 4000K long.

Please help! Surely an Apple guru exists out there, right?

.....
#30528 Reply to #30469 15-NOV-1989 13:49:48.06

Subject: RE: Apple IIc+ File transfers to Music

As far as the transfer goes, keep in mind that the MUSIC system is run on a NAS 8083, an IBM System/370 that does not use ASCII, it uses EBCDIC.

Kermit is available on the NAS, all you have to do is type KERMIT at the *GO prompt of MUSIC. It works just like VAX Kermit at that point. She should type RECEIVE on the MUSIC Kermit if she is SENDING from her IIc and SEND on MUSIC Kermit if she is RECEIV(E)ing to her IIc.

MUSIC Kermit will do the translation for her and she *shouldn't* have to worry about it. She can type SET FILE TYPE TEXT when in MUSIC Kermit to make sure it does it for her though.

One last *VERY IMPORTANT* command. She should set Kermit-65 (apple kermit) so that it sends with 7 bits, 1 stop bit and Even parity. She may only need to do this when sending and receiving files, not for the whole session.

New Macintosh Software on BBS

#30002 7-NOV-1989 14:20:14.92

Subject: Mac files added

I just added a bunch of new Macintosh files to the download section. Included in these are new comm programs, new virus checkers and some programming tools for OOPS programming...

All are in BINHEX format. Just download and run BINHEX followed by PackIt or StuffIt on it.

Package to allow the Blind to access the Macintosh

#30624 16-NOV-1989 17:53:52.73

Subject: new screen software available for the mac

In light of our somewhat recent discussions of the IBM and the MAC, I thought the following information might be of interest to some of you.

Berkley Systems in California has recently announced the development of a new

software package which will give blind people access to the material that comes to the screen of the mac. The software package, called "outspoken", works with the mac's own synthesizer, the MacIntalk and sells for \$395, a comparable price to most speech programs available for other systems. Though I don't have the technical knowledge or understanding to explain this the right way, the program works essentially by intercepting the data before it comes to the screen and has been converted into graphics, then stores this information in a buffer as ascii text, making it available to the program and to the user. Although it is possible to use the software with a mouse, should the user desire, it is difficult for a blind person to be precise with a mouse. So the numeric keypad on the right-hand side of the machine is used to emulate a mouse. There are arrow keys to move in four different directions and keys such as a "drag" key, which allows for the opening of files and other windows. It is possible to read the menu bar as well.

There are still some programs, such as Hypercard, which, because of the way the material is stored, do not yet work well with the system. Drawing programs and some desktop publishing applications are still out of reach as well. But this program goes a long way toward giving blind people access to the mac, which should open up additional job opportunities and opportunities in educational settings as well. It seems that most of the features available for screen reading software for other systems are available in this program, such as reading individual characters, words, (groups between spaces, punctuation, or carriage returns) and so on. Material that is being entered is also spoken, either one letter at a time or as individual words. The usual pitch, speed and volume controls are available. So now a blind person using a mac can do the same things that a blind person using ibm compatibles can do.

Apparently, the program has a way of reading the icons too, though in the interview I heard with Berkley president and with the customer support person, who uses the program himself, I still didn't understand exactly how that was accomplished. But it is an interesting development and has intriguing possibilities for possible use with other graphical interfaces, though at this point, only the mac's own synthesizer is supported so the program can't be used with other machines.

Berkley Systems also has other adaptive software which enlarges the screen for visually impaired users who are not totally blind.

Word Perfect 5.1, 5.0?

#31756 5-DEC-1989 23:03:53.22

Subject: RE: musicand wp5.1

I recently read an article in a computer magazine for blind users which had an interview with the wordperfect people. They said wp5.1 was due out sometime this month. I'll bet they'd love to bring it out before Christmas. Of course, they may always have found another bug. The article described the new features. I'll dig around for it and re-read it and post what I think might interest you if it looks like there's anything really fantastic. Actually, I don't think there were that many things that were different between 5.0 and 5.1 but I'll look again.

.....
#31761 Reply to #31756 5-DEC-1989 23:26:27.59

Subject: RE: musicand wp5.1

Just for reference, Word Perfect 5.1 is out. A friend of mine told me he has it (as of Mon. night), and he said it was nice (all of these neat new features...)

.....
#31768 Reply to #31761 6-DEC-1989 01:23:38.58

Subject: RE: musicand wp5.1

Well, the mag was right, first part of this month. What new features did your friend mention?

.....
#31770 Reply to #31761 6-DEC-1989 01:28:07.24

Subject: RE: musicand wp5.1

Where can I get it and how much. Is the computing center going to sell it

.....
#31797 Reply to #31754 6-DEC-1989 08:50:55.07

Subject: RE: music

So far, Word Perfect has been particularly flawless bug-wise, and is being used by MANY businesses, homes, and schools. Up at the computing center, it is the only real Word Processor that we support heavily. We'll support MS Word, MS Works and such, but if you want to buy a word processor from us, you'd be buying WP 5.0. Last word I heard on 5.1 was: "Soon" hmmmmmm

Editor's note: UNT has a site license for WordPerfect 5.1. Contact Microcomputer Support for more details.

#31829 Reply to #31768 6-DEC-1989 14:32:11.31

Subject : RE: musicand wp5.1

The only features my friend mentioned in WP 5.1 were mouse support and pull-down menus...

#31864 Reply to #31860 7-DEC-1989 01:36:02.89

Subject : RE: wp5.1

I ran into my friend again today, and he said that his copy of WP 5.1 cost him \$240 at Software Etc.

He also said that it totals out at 5 Mbytes of disk space(!?)

#31930 Reply to #31899 7-DEC-1989 16:38:57.35

Subject : RE: It looks so pretty.. but what's that smell ??

[Part 2 of message. See Laser Printers, Postscript for Part 1- ed.]

Wordperfect 5.1....

Personally, I find WP50 works just fine for me, it has more features than I personally will ever use. As for why 5.1 takes up so much disk space.. several reasons come to mind.

1) It still runs in 384k, which is VERY small for such a complex package. To keep the memory requirements low, all those lovely features are called from disk instead of being wastefully kept in memory.

2) Doing a little research on WP50, I found some interesting numbers. The total package is 4.157 Mb, major parts include:

156k - tutorial

101k - sample graphics

358k - thesaurus

292k - dictionary

1.3Mb- printer/font support

none of these are REQUIRED for document editing, but they strike me as pretty darn useful when that 30% term paper comes due.

3) The ability to be many different things. While WP will never be a great database

VAXCLUSTER USAGE STATISTICS

November Top Ten Programs: Frequency of Runs

Program	Description	Number of Runs	Percent of Total
1. LOGINOUT	User login	71979	14.6
2. SET	VMS Utility	71744	14.5
3. DELETE	VMS Utility	46266	9.4
4. TYPE	VMS Utility	31808	6.4
5. DIRECTORY	VMS Utility	28673	5.8
6. User programs	Compiled Programs	28171	5.7
7. EDT	Editor	27006	5.5
8. SEND	Bitnet Message Utility	26083	5.3
9. SHOW	VMS Utility	23813	4.8
10. NETSERVER	DECnet Server	21161	4.3
Total		493357	

November Top Ten Programs: CPU Time Used

Program	Description	CPU Time	Percent of Total
1. User programs	Compiled Programs	28 14:26:14.14	65.2
2. NEWS	ANU News Utility	3 04:23:26.74	7.3
3. EDT	Editor	1 10:04:26.01	3.2
4. LISP	Lisp Interpreter	1 05:17:42.71	2.8
5. PASCAL	PASCAL Compiler	0 20:45:41.40	2.0
6. XYZZY	BITNET Chat Utility	0 16:20:32.30	1.6
7. BACKUP	Disk Backups	0 14:22:55.99	1.4
8. MAIL	VMS Mail	0 12:57:59.57	1.2
9. LOGINOUT	User login	0 11:56:25.40	1.1
10. VAXC	C Compiler	0 10:42:06.25	1.0
Total		42 11:37:41.62	

December Top Ten Programs: Frequency of Runs

Program	Description	Number of Runs	Percent of Total
1. LOGINOUT	User login	49817	14.6
2. SET	VMS Utility	46934	13.8
3. DELETE	VMS Utility	32381	9.5
4. User programs	Compiled Programs	22661	6.6
5. DIRECTORY	VMS Utility	22466	6.6
6. SHOW	VMS Utility	20860	6.1
7. TYPE	VMS Utility	20427	6.0
8. SEND	BITNET Message Utility	18136	5.3
9. EDT	Editor	14979	4.4
10. NETSERVER	DECnet Server	11073	3.2
Total		259734	

New Disk Drives Expected

Two new disk drives, which will provide 500 MB more storage

capacity for the VAXcluster, are expected to arrive "any day now." They will replace existing drives DRA0, DUA1, DUA2 and DUA3. Watch for system messages regarding downtime for installation of these drives. §

Continued on page 22

December Top Ten Programs: CPU Time Used

Program	Description	CPU Time	Percent of Total
1. User programs	Compiled Programs	32 00:38:14.30	75.6
2. NEWS	ANU News Utility	2 15:42:13.23	6.3
3. EDT	Editor	0 21:38:43.20	2.1
4. BACKUP	Disk Backups	0 19:00:24.16	1.9
5. PASCAL	PASCAL Compiler	0 12:49:51.83	1.3
6. XYZZY	BITNET Chat Utility	0 11:03:25.19	1.1
7. BBS	Bulletin Board	0 09:34:04.30	0.9
8. MAIL	VMS Mail	0 08:49:27.57	0.9
9. LOGINOUT	User login	0 08:06:53.95	0.8
10. VAXC	C Compiler	0 07:16:33.19	0.7
Total		38 18:39:50.92	

Rest of the BBS Continued from page 21.

or spreadsheet, it is VERY easy to make it behave like either one. The Math function does a wonderful spreadsheet and 5.1 will even import directly from a .wks file. The Sort feature combined with Search, label printing ability, and a good Macro language make it possible to manipulate a database file when a good DB engine isn't around.

And y'know what's really humorous.. I personally have several keys that I've never even played with. I'm nowhere near being a WP expert. People here ask questions and I say "see a secretary.. they know how to do that", but boy can you make some great looking documents with that baby and an old panasonic dot matrix printer!

Anyways, I suggest you grab a copy of PC mag for december. Its got the scoop on Postscript and the Laserjet cartridge, plus some nifty info on WP5.1 you'd probably get a kick out of.

.....
#31986 Reply to #31898 8-DEC-1989 01:46:26.26

Subject : RE: hello

New things with WP 5.1:

Easy Tables. up to 32 columns and 765 rows in any one table. math functions, import spreadsheets, etc.

Labels. Mailing labels are easier to do now... so they say

Merge. nothing much changed.. just improvements

Scientific Equations. easy enter, easy preview.. almost WYSIWYG

WIMPPy effect now....

natural tabs...

Hyphenation.... Context-Sensitive Help... et al, ad nauseum...

suggested retail: \$495 .. prob. cheaper at the warehouse of software.

Laser Printers, Postscript

#31884 Reply to #31869 7-DEC-1989 03:44:57.80

Subject : laser printer

Actually, Hewlett Packard has just come out with the HP IIP, a superb laser printer retailing for just under \$1000 at Seabrook Computers.

.....
#31899 Reply to #31884 7-DEC-1989 11:42:45.49

Subject : RE: laser printer

First, there are NO Hewlett-Packard printers that can do the things a good postscript printer can...

Second, if you want good 300 dpi performance at a budget, try some of the new hot wax or inkjet machines (for about \$700 discount).

.....
#32036 Reply to #31899 8-DEC-1989 17:40:47.41

Subject : RE: laser printer

Or how about an inkjet with the postscript interpreter running in your computer. At least two postscript interpreters are now available for under \$200. They will even output to your cheap Epson 9 pin.

.....
#31930 Reply to #31899 7-DEC-1989 16:38:57.35

Subject : RE: It looks so pretty.. but what's that smell ??

The story of POSTSCRIPT is covered in this month's PC mag. PS (my personal abbreviation) is faster than bit-mapped

graphics, but it is not necessarily better. The right graphics language or fonts are capable of producing exactly the same graphics on an HP laserjet!

Secondly, the next release of the apple mac O/S, called system 7, will abandon display postscript altogether and move to "font outlines at the system level" for BOTH screen display and hardcopy output.

Thirdly, for those who insist on POSTSCRIPT for the IBM, I would recommend the new HP POSTSCRIPT cartridge for the laserjet IID printer. Call (800)752-0900 for further info.

Mac Plus Phaseout

#32248 #10-DEC-1989 19:06:55.07

Subject: Mac Plus

On the "Mac Plus phaseout,"

Yup. It's going to be removed from the Mac line.

In exchange for a lower-priced machine with a faster processor and more features.

And if you want a machine of the same quality and features, it's going to cost you about the same amount of money no matter who you get it from.

Don't quote me the cheap-scum "low price" kings who sell you a machine with no possibility of repair or support (about 30% of the market) or some of those guys who put "factory reject" parts into a machine and sell it for a low price that's twice what it's worth.

Mac virus protection

#31172 27-NOV-1989 14:30:55.74

Subject : Disinfectant 1.2

We now have good running copies of Disinfectant 1.2 in the GLAB.

This one picks up one or two new virus infections that v.1.1 did not.

FREE!!!

GLAB is in the ISB, down by the dumpsters... \$

New SYSTAT Command

The SYSTAT command is now quicker and has changed some from the previous version. For more information type: HELP SYSTAT or HELP SYSTAT DIFFERENCES at the \$ prompt.\$

ADMINISTRATIVE COMPUTING

HRMIS Implementation Changes Personnel and Payroll Authorization Forms and Procedures, Brings Positive Results

By Virginia Retz, Payroll Supervisor and Steve Rohn, Controller. Taken from the *Fiscal Affairs Monthly Report*, September, 1989

The first operational month of the Position Control phase of the Human Resource Management Information System (HRMIS) occurred in September. This phase has involved a complete change of forms and procedures used in processing personnel and payroll authorizations. Extensive training sessions were conducted in August to prepare university offices for implementation. The following are notes made from personnel comments.

- A major adjustment for departments was their overnight request for a computer generated payroll authorization (HRM-6) complete with payroll information versus the old method which created the authorization from a blank form. The use of a computerized HRM-6 has increased the accuracy of the authorizing data.
- Routing of the new forms for both department and administrative offices has also proved to be another significant change. The Budget Office and Academic Affairs now approve payroll authorizations when funding sources are involved.
- The HRM-9, a special payment form for Vacation Lump Sum, Overtime, etc. has reduced the number of forms needed to process payments with many positive remarks from the departments.
- The Payroll Office now receives position data entered on-line by the Budget Office for transition into an appointment for the employee, then Payroll verifies and implements the data. This process has reduced duplication of effort significantly.

Many program problems were solved, some are still to be worked out; however, the first month of processing under the Position Control phase has been a procedural improvement. This success is due to the efforts of the HRMIS team, and the close cooperation of the departmental and administrative offices. §

Guts and Glory Found Here

Four Administrative Computing staff members participated in the NT Fitness Program's 3rd annual GUTS, GRIT, and GLORY Fitness Classic, 1989. They are, along with the points they racked up:

- | | |
|-----------------------------------|-----------------------------------|
| • Jenny Haynes - 158 pts (GUTS) | • Mashid Grooms - 300 pts (GLORY) |
| • Linda Wallace - 358 pts (GLORY) | • Scott Norton - 410 pts (GLORY) |



**They're
Running For
Their Lives**

Pace-Makers (indoor walkers and joggers) in the NT Fitness Program during the Fall 1989 semester included the following staff members, all from Administrative Computing except Rocky Bass, who is from Computing Technical Services. They are listed with the number of miles they logged up to December 19, 1989 (as reported in the January/February NT Fitness Program *Fitness Monitor*):

- Margaret Ambuehl - 270 miles
- Scott Norton - 561 miles
- Linda Wallace - 522 miles
- Scott Burrus - 47 miles
- Fee Chang - 34 miles
- Maureen Drown - 38 miles
- Eric DuChemin - 33 miles
- Rocky Bass - 109 miles
- Carol Coleman - 38 miles
- Mashid Grooms - 112 miles
- Deidree Hayes - 80 miles
- Jennifer Haynes - 100 miles

COMPUTING TECHNICAL SERVICES

Mainframe Performance Statistics

Operating Systems Performance Statistics for November

CPU	SYSTEM	Planned Production Hours	Production Hours Achieved	System Uptime
ACAD	VM/SP5	715.93	712.33	99.5%
ACAD	MUSIC/SP	677.93	674.24	99.5%
ACAD	MVS/JES2	715.03	710.34	99.3%
ACAD	COMPLETA	705.75	700.85	99.3%
ADMN	MVS/JES2	720.00	718.96	99.9%
ADMN	COMPLETA	294.00	292.67	99.5%
ADMN	ADABASA	704.27	690.45	98.0%

- The ACAD CPU achieved 100% uptime in November and December.
- The HDS/7360 DASD achieved 100% uptime in November and December.
- The HDS/7380 DASD achieved 100% uptime in November and December.
- The ADMN CPU achieved 100% uptime
- The HDS/7360 DASD achieved 100% uptime in November and December.
- The HDS/7380 DASD achieved 100% uptime in November and December.
- The EMC Solid State Disk achieved 100% uptime in November and December.

Key Causes Of Lost Productivity In November

ACAD CPU:

CPU, Tape, and Disk Subsystems (HDS)

1. Scheduled Installation of NAS 8083 processor. 5.08 HOURS
2. Extended IMPL resolution of NAS 8083 MPU. 3.49
- TOTAL 8.57 HOURS

Miscellaneous

1. Systems development. 1.41 HOURS
- GRAND TOTAL 9.98 HOURS

ADMN CPU:

Miscellaneous

1. ADABASA File Maintenance. 11.41 HOURS
2. Systems Development. 0.90
3. Operator error during startup of COMPLETA. 0.70
4. Undetermined causes for systems restarts. 0.63
- GRAND TOTAL 13.64 HOURS

Operating Systems Performance Statistics for December

CPU	SYSTEM	Planned Production Hours	Production Hours Achieved	System Uptime
ACAD	VM/SP5	737.82	732.85	99.3%
ACAD	MUSIC/SP	706.36	700.67	99.2%
ACAD	MVS/JES2	737.20	729.18	98.9%
ACAD	COMPLETA	728.20	719.37	98.8%
ADMN	MVS/JES2	738.91	737.93	99.9%
ADMN	COMPLETA	200.00	200.00	100.0%
ADMN	ADABASA	702.81	700.45	99.7%

Key Causes Of Lost Productivity In December

ACAD CPU:

CPU, Tape, and Disk Subsystems (HDS)

1. Installation of additional HDS 7380 DASD. 6.88 HOURS

Miscellaneous

1. VM autorestart failed when SPOOL queue filled. 5.33 HOURS
2. Undetermined causes for systems restarts. 2.13
3. Systems development. 1.52
- GRAND TOTAL 15.86 HOURS

ADMN CPU:

CPU, Tape, and Disk Subsystems (HDS)

1. Conversion of HDS 8083 to a Multiprocessor. 3.55 HOURS
2. Installation of additional HDS 7380 DASD. 2.17

Miscellaneous

1. MPU entered spin-loop after STOP hit on Operators console. 1.32 HOURS
2. ADABAS system failures. 1.04
3. COMPLETA system failures. 0.82
- GRAND TOTAL 8.90 HOURS

Disk Backup Schedules

SYSTEM	BACKUP	DESCRIPTION
Administrative MVS/SP	Daily	Monday - Friday around 7 p.m. (after COM-LETE is shut down) & on Saturday & Sunday if COM-LETE has been up that day.
	Weekly	Full pack dumps taken each Sunday morning.
	Monthly	Full pack dumps taken on the first day of each month.
Academic MVS/SP	Daily	Monday - Sunday during the early hours of the morning.
	Weekly	Full pack dumps taken each Sunday.
	Monthly	Full volume dumps taken on the first day of each month.
MUSIC/SP	Daily	Wednesday - Monday starting at 4 a.m. and lasting about 30 minutes.
	Weekly	Tuesday mornings at 3 a.m., these last about 2 hours.
	Semester	Once a semester, a permanent backup is taken.
VM/SP	VM Weekly	Early every Wednesday morning.
	CMS mini-disks	Daily backup performed early every morning. Weekly backup every Wednesday starting at 3 a.m..
VAXcluster	Daily	Incremental backups are performed Monday - Thursday at 6 p.m.
	Weekly	Full backups are performed every Friday beginning at 8 a.m. and generally last all day.
	Monthly	A "stand alone" backup is performed monthly. Dates and times are given in the system log-on message.
	Semester	Once a semester, a permanent backup is taken.

A full description of the system backup procedures can be found by typing **HELP BACKUP** on MUSIC/SP or the VAXcluster.

• **Introduction to Micro Labs (ISB 110):**

___ Wednesday, February 7: 9-10 a.m.

___ Tuesday, February 13: 1-2 p.m.

___ Thursday, February 15: 10-11 a.m.

___ Monday, February 19: 6-7 p.m.

• **Advanced WP 5.1 (ISB 110):**

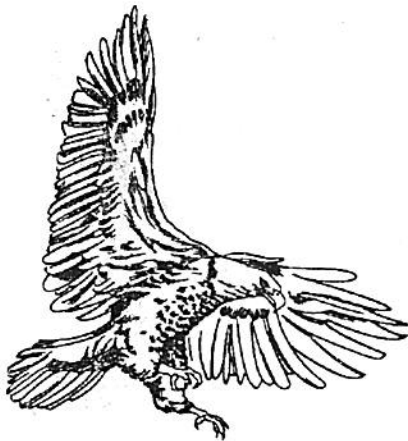
___ Friday, April 6: 1-4 p.m.

• **Adv. Data Management (ISB 123)**

___ Monday, April 2: 3-5 p.m.

I would like to see more classes offered: ___ on weekends; ___ at night.

The classes I am interested in are: _____



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2017-10-10

$\bar{q} = \frac{1}{N} \sum_{i=1}^N q_i$

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3. Clayton 1971

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